

Scorecard - REGULATORY and ECONOMIC RESOURCES (RER) Department

Information

Name: REGULATORY and ECONOMIC RESOURCES (RER) Department

Description: Mission: To Enable Sustainable Economic Growth Through Smart Regulatory Strategies and Business Expansion Initiatives

Domain: RER

Owners: Osterholt, Jack; Erml-Martinez, Christa (RER); Donderiz, Alain (RER)

Details

	As Of		Actual	Target		FYTD Actual	FYTD Target				
▼ 1.0 Customer											
▼ Key Economic Indicators											
Unemployment rate (MDC): KPI	2015 FY	▼	6.1%	5.0%		n/a	n/a				
Per capita income: KPI	2014 FY	▼	\$23,651	\$29,400		n/a	n/a				
▼ Protect and Restore Environmental Resources (GG6-2, NI3-6)(RER BP)											
Initiative Name	Type	As Of	Status						%	Owners	
Implement a DERM Mobile Inspection System		2/24/2016	Complete						100%	Istambouli, Rashid (RER); Romito, Donna (RER)	
Automate operating permit renewals		2/24/2016	Complete						100%	Istambouli, Rashid (RER); Romito, Donna (RER)	
Miami River surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard	'16 FQ2					100% (12 / 12)			n/a	71% (17 / 24)	n/a
Number of general complaints responded to within 48 hours (DERM)	Mar '16					55			n/a	171	n/a
Biscayne Bay surface water quality: percent of samples for bacterial indicator of sewage in compliance with State standard (RFRO)	'16 FQ2					97% (31 / 32)	95%		98% (47 / 48)	95%	
Percent of "good" to "moderate" air quality days (RFRO)	Mar '16					100%	98%		99%	98%	
Cumulative acres of restored or enhanced coastal habitat	2015 FY					595	n/a		595	n/a	
Acres of environmentally endangered lands acquired (RFRO)	'16 FQ2					69	n/a		268	n/a	
Number of sanitary sewer overflows	Dec '15					51	n/a		74	n/a	
Density (# of sites/sq. mi.) of contaminated sites countywide (excluding wellfield areas) - Annual	2015					5.81	6.20		n/a	n/a	
Density (# of sites/sq. mi.) of contaminated sites in wellfields	2015					1.09	n/a		n/a	n/a	
Percent of contaminated site rehabilitation documents reviewed within the required timeframe (RFRO)	Dec '15					92% (133 / 145)	n/a		95% (510 / 537)	n/a	
Sanitary Nuisance Complaint Response: Percent Responded to within 24 hours (RFRO) (DERM)	Mar '16					90% (46 / 51)	90%		92% (242 / 263)	90%	
▼ Responsive Building Permit and Enforcement Services (NI1-1, 4-1, 4-2; GG2-2)(RER BP)											
Initiative Name	Type	As Of	Status						%	Owners	
Building and Neighborhood Enforcement Reorganization		2/24/2016	Complete						100%	Salas, Juliana (RER)	
Customer Service Improvements at the Permitting and Inspection Center		2/24/2016	In Progress						67.5%	Salas, Juliana (RER); Gascon, Jaime (RER)	
Number of Building Permits Issued	Mar '16					4,441	n/a		23,459	n/a	
% of Residential Plans reviewed within 20 days (Building)	Mar '16					99.74%	100.00%		99.63%	100.00%	
% of Commercial Plans reviewed within 24 days (Building)	Mar '16					100.00%	100.00%		99.92%	100.00%	
% of Residential and Commercial Plans reviewed on time (4 and 8 days, respectively) (DERM)	Jan '16					95.6% (2,712.0 / 2,837.0)	n/a		96.0% (11,752.0 / 12,246.0)	n/a	
Average Processing Time for minor alterations, repairs and additions -Residential Applications-CPP	Mar '16					9	24		11	24	
Average Processing Time for minor alterations, repairs and additions -Commercial Applications-CPP	Mar '16					17	41		23	41	
% of plans rejected "Initial Review Only" (minor alterations, repairs and additions).	Mar '16	▼				39% (3,659 / 9,295)	25% ▼		41% (19,477 / 47,823)	25%	
% of plans rejected "Initial Review Only"(other applications except plan revisions).	Mar '16					48% (939 / 1,937)	50%		47% (4,210 / 9,013)	50%	
% of plans rejected "reworks" (minor alterations, repairs and additions)	Mar '16					18% (1,088 / 6,003)	15%		19% (5,691 / 29,595)	15%	

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% of plans rejected "reworks" (other applications except plan revisions)	Mar '16		20%	15%		21%	15%																														
			(335 / 1,647)			(1,852 / 8,909)																															
% of Field Inspections Rejected	Mar '16		14.3%	n/a		14.3%	n/a																														
			(2,310.0 / 16,192.0)			(12,463.0 / 87,346.0)																															
▼ Responsive Building Code Administration Services (NI4-1)(RER BP)																																					
Florida Building Code Training for Code Officials-hours (NU2-3)	2015 FY		96	70		96	70																														
Perform review of Contractor License Applications in 10 days (ED4)	'16 FQ2		99%	100%		99%	100%																														
▼ Improve Neighborhood Code Compliance (NI4-2)(RER BP)																																					
<table><tr><th>Initiative Name</th><th>Type</th><th>As Of</th><th>Status</th><th></th><th></th><th></th><th></th><th>%</th><th>Owners</th></tr><tr><td>Building and Neighborhood Enforcement Reorganization</td><td>2/24/2016</td><td>Complete</td><td></td><td></td><td></td><td></td><td></td><td>100%</td><td>Salas, Juliana (RER)</td></tr></table>								Initiative Name	Type	As Of	Status					%	Owners	Building and Neighborhood Enforcement Reorganization	2/24/2016	Complete						100%	Salas, Juliana (RER)										
Initiative Name	Type	As Of	Status					%	Owners																												
Building and Neighborhood Enforcement Reorganization	2/24/2016	Complete						100%	Salas, Juliana (RER)																												
% of Voluntary Compliance with Warning Letters Issued	Feb '16		60%	55%		61%	55%																														
			(1,080 / 1,804)			(4,423 / 7,285)																															
Average Days from Junk/Trash/Overgrowth Complaint to First Inspection	Mar '16		3	10		n/a	n/a																														
Average Calendar Days from Exterior Property Maintenance Complaint to First Inspection-Chapter 19	Mar '16		2	5		n/a	n/a																														
Average Calendar Days from Zoning Complaint to First Inspection-Chapter 33	Mar '16		2	5		n/a	n/a																														
Total number of Notice Of Intent to Lien (NOIL)	Mar '16		520	192		2,753	1,152																														
Total Liens Recorded	Mar '16		332	225		1,694	1,350																														
Number of Lien Settlements/Cases Closed	Mar '16		364	200		2,236	1,200																														
▼ Provide Stewardship to the CDMP and Zoning Application Processes (NI1, NI1-1)																																					
<table><tr><th>Initiative Name</th><th>Type</th><th>As Of</th><th>Status</th><th></th><th></th><th></th><th></th><th>%</th><th>Owners</th></tr><tr><td>Implement Land Mangement System</td><td>2/24/2016</td><td>In Progress</td><td></td><td></td><td></td><td></td><td></td><td>75%</td><td>Romito, Donna (RER)</td></tr><tr><td>Reorganize and Implement Process Improvements in the Zoning Applications and Information Units</td><td>2/24/2016</td><td>In Progress</td><td></td><td></td><td></td><td></td><td></td><td>85%</td><td>Newsome, Amina N. (RER)</td></tr></table>								Initiative Name	Type	As Of	Status					%	Owners	Implement Land Mangement System	2/24/2016	In Progress						75%	Romito, Donna (RER)	Reorganize and Implement Process Improvements in the Zoning Applications and Information Units	2/24/2016	In Progress						85%	Newsome, Amina N. (RER)
Initiative Name	Type	As Of	Status					%	Owners																												
Implement Land Mangement System	2/24/2016	In Progress						75%	Romito, Donna (RER)																												
Reorganize and Implement Process Improvements in the Zoning Applications and Information Units	2/24/2016	In Progress						85%	Newsome, Amina N. (RER)																												
▼ Increase the Amount of Film and Television Production in Miami-Dade County																																					
Filming Permits Issued	'16 FQ1		212	n/a		212	n/a																														
Film Industry Jobs created	2015 FY		16,816	n/a		16,816	n/a																														
▼ Increase opportunities for international trade (ITC)																																					
Inbound missions supported	'16 FQ1		11	n/a		11	n/a																														
Outbound missions organized and/or supported	'16 FQ1		n/a	n/a		n/a	n/a																														
Business matchmaking meetings arranged	'16 FQ1		26	n/a		26	n/a																														
Business Development and Outreach Efforts	Dec '15		n/a	n/a		n/a	n/a																														
▼ Secure Regulated Businesses Satisfaction and Trust (Consumer Protection)																																					
Issue renewal licenses within 14 calendar days of complete application (Consumer Protection)	Mar '16		98%	95%		98%	95%																														
CPD Licenses issued per month	Mar '16		1,564	0		7,914	0																														
▼ Resolve Disputes between Consumers and Businesses																																					
Value of Goods, Refunds and/or Service Recovered for Consumers	Feb '16		\$51,249	\$80,000		\$396,848	\$400,000																														
Customer satisfaction from consumers that file complaints against businesses	Mar '16		5.00	4.80		5.00	4.80																														
▼ 2.0 Financial																																					
▼ Meet Budget Targets (RER)																																					
Expen: Total (RER)	'15 FQ3		\$33,632K	\$43,998K		\$84,182K	\$131,993K																														
Revenue: Total (RER)	'15 FQ3		\$36,482K	\$43,998K		\$173,820K	\$131,993K																														
Positions: Full-time Filled (RER)	'16 FQ1		\$864K	n/a		\$864K	n/a																														

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▼ 3.0 Internal

Increase Sustainability of Miami-Dade County Internal Operations (GG6-1)

▼ Increase Efficiency and Best Practices (GG4)

Initiative Name	Type	As Of	Status						%	Owners
Implement Enterprise-wide IT EDMS Solutions		2/24/2016	In Progress						12%	Ermi-Martinez, Christa (RER); Romito, Donna (RER)
Consolidate RER Communications and Agenda Functions into Director's Office		5/5/2015	Complete						100%	Ermi-Martinez, Christa (RER)
Implement an Enterprise IT Solution for All Permit and Code Enforcement Processes		2/24/2016	In Progress						10%	Ermi-Martinez, Christa (RER); Romito, Donna (RER)

Number of requested payroll vouchers	'16 FQ1					n/a		n/a		n/a
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▼ Prevent unsafe work practices

% of employees satisfied with safety training	'16 FQ2					100%		85%		100%	85%
						(27 / 27)				(27 / 27)	
% of employees satisfied with OSHA (HAZWOPER) required training	'16 FQ2					n/a		85%		100%	85%
										(17 / 17)	
Total Workers' Compensation Injuries Per 100 Employees (calendar year)	2015					2.41		n/a		n/a	n/a
Total Reportable Injuries (calendar year)	2015					22		n/a		n/a	n/a
Lost Workdays (calendar year)	2015					107		n/a		n/a	n/a

▼ 4.0 Learning and Growth

▼ Develop and retain excellent employees and leaders

Number of employees trained for performance evaluations	'16 FQ2					18		n/a		18	n/a
Number of total recruitments	'16 FQ1					127		n/a		127	n/a

▼ 5.0 Sustainability

▼ Support Sustainability and Climate Change Adaptation and Mitigation (GG6-2)

Number of County buildings certified Green: KPI	2015 FY					10		n/a		10	n/a
Community energy use (GreenPrint)	2015					11,444.7kWh per capita		4,190.0kWh per capita		n/a	n/a
						(29,838,660,157.0 / 2,607,198.0)					

